Communication Working Group Outbrief

CDM/ISEA Workshop

04 April 02

Jacksonville FL

Jose' A. Cabrera

Committee Name: Communication Working Group
Action Item#- 020405-

Action Source: S. Pritsch Brief   Date Due:

- Brief Description - Draft MOA between SEA04L5 and NLSC Mech. for SOS maintenance responsibilities.

- Status - The Communications WG will promulgate the information already collected from NLSC Mech. for individual organizations to update their information. For bulk posting information already collected, the intention is to verify it's adequacy. Then proceed with an MOA with input from the next action item.

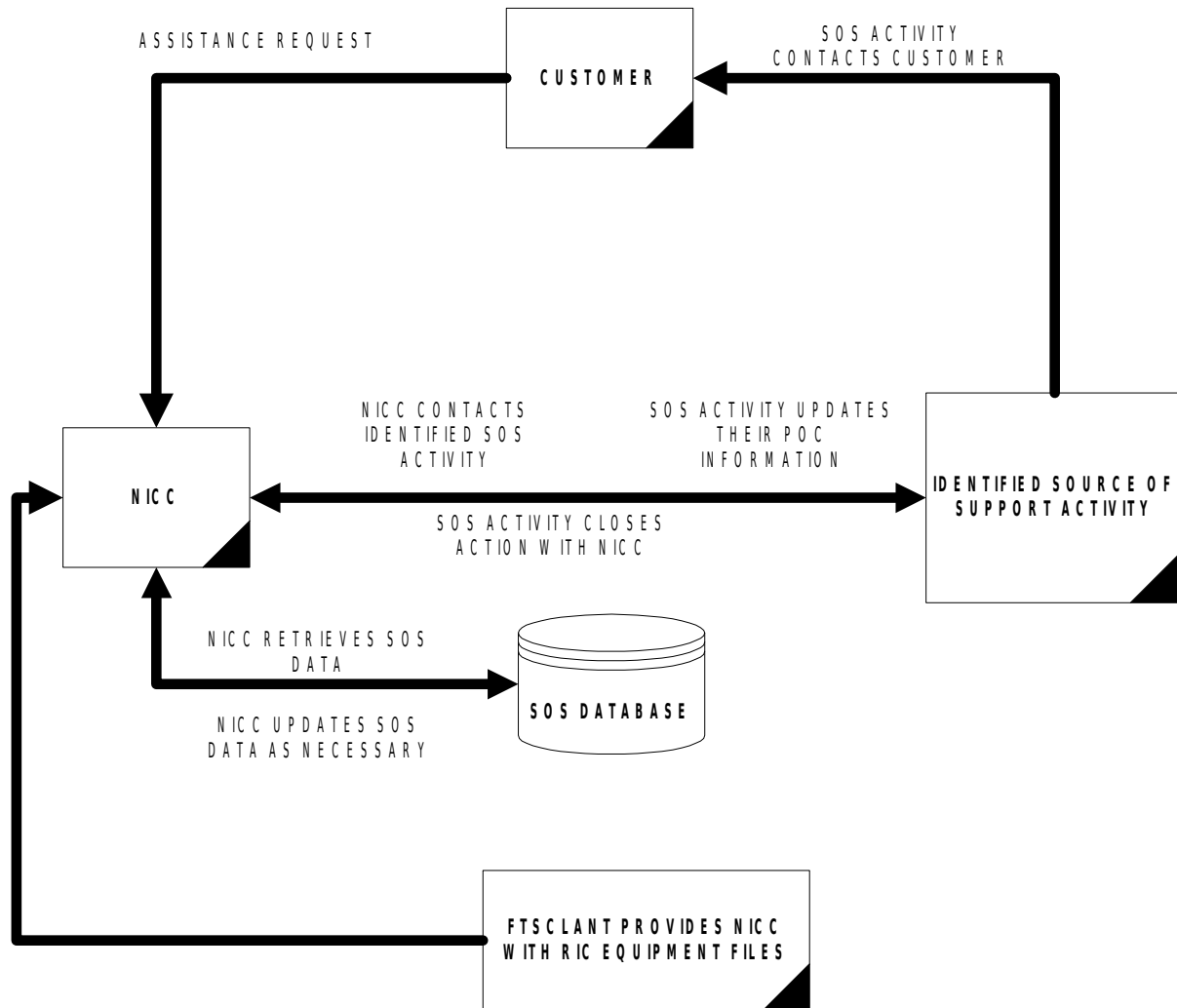Committee Name: Communication Working Group
Action Item#- 020404-01

Action Source: Communication WG   Date Due: 04/30/02

- Brief Description - The Navy Integrated Call Center (NICC) at FTSCLANT is proposing activity responsibilities, recommendations for process improvement and specific guidance for users of the Source of Support (SOS) module of CDMD-OA.

- Status - This proposal is under development and will be discussed with Mr. Bruce Branham of NAVSEA next week.

SOS Process Improvement Plan Overview

- SOS is an integral piece of the Distance Support initiative that the sailor as well as support providers use to identify points of contact to:

  - Answer technical questions
  - Solve Logistics problems
  - Resolve supply issues
  - Improve equipment operability and maintainability
  - Enhance quality of service

- Voice, email, and internet enabled tools such as telemaintenance, telemedicine and Distance Learning comprise Distance Support.

SOS Data Flowchart

ASSISTANCE REQUEST

SOS ACTIVITY
CONTACTS CUSTOMER

CUSTOMER

NICC CONTACTS
IDENTIFIED SOS
ACTIVITY

SOS ACTIVITY UPDATES
THEIR POC
INFORMATION

NICC

**IDENTIFIED SOURCE OF
SUPPORT ACTIVITY**

SOS ACTIVITY CLOSES
ACTION WITH NICC

NICC RETRIEVES SOS
DATA

SOS DATABASE

NICC UPDATES SOS
DATA AS NECESSARY

**FTSCLANT PROVIDES NICC
WITH RIC EQUIPMENT FILES**

Committee Name: Communication Working Group
Action Item#- 010412-07

Action Source: Training WG   Date Due: 040402

- Brief Description - Identify Points of Contact (POC) whom will submit articles for the CDM/ISEA newsletter.

- Status - Complete

CDM/ISEA Newsletter POCs

- Data Elements WG - Mark Perry
- Training WG - Bill Tucker
- Roles & Responsibilities WG - Gary Wasmer & Stephen Hogan
- Information Technology WG - Madeline Waters
- Validation WG - Tom Ponko
- X-RIC WG - John Collins
- Communications WG - Jose Cabrera

Committee Name: Communication Working Group
Action Item#- 010412-08

Action Source: CDM Assessments   Date Due: 15 May 02

- Brief Description - SEA04L5 Audit Team has recognized the USCG CDM for developing as on-line method for submitting of CKs as a non-SNAP site.

- Status - This is a method of submitting CK data electronically to the CDM via email vice paper. We will post a copy of this template to the CDM/ISEA Website. An article will be submitted for the CDM/ISEA newsletter.

Committee Name: Communication Working Group
Action Item#- 010412-08

Action Source: CDM/ISEA Conference Date Due: 05/31/02

- Brief Description - Identify CDMs at non-ship sites.

- Status - The following actions are required to close this action:

  1. Send an email request to all CDMs and ISEAs by 04/22/02 to identify any known non-ship CDMs.   2. Send an email to non-ship sites asking CDM if they interact with their ISEAs and if they do, how they interact. If there is no interaction is there a need for it?   3. A list of findings will be compiled and forwarded to NAVSEA for recommendations.